

**Knowledge Management Intranet System
Vision**

Version 1.1

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Revision History

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1. Introduction

The purpose of this document is to collect, analyze and define high-level needs and features of the *Knowledge Management Intranet System*. It focuses on the capabilities needed by the stakeholders, and the target users, and why these needs exist. The details of how the *Knowledge Management Intranet System* fulfils these needs are detailed in the use-case and supplementary specifications.

1.1 Purpose

This document are going to work as the basic definition of the product *Knowledge Management Intranet System*.

This document should be the base of the use-case model, the database model and the design model and should be referenced by the teams developing these models.

1.2 Scope

This document outlines the responsibilities of the Hydra project, what features and needs that should be implemented (referred to as *Core modules*) in the scope of this project.

It also serves as a idea bank for further development by containing outlines to further modules (referred to as *Add-in modules*).

1.3 Definitions, Acronyms and Abbreviations

For definitions, acronyms and abbreviations relevant to this project, please refer to the Glossary document (hydra_glossary.GLS).

1.3.1 WUI – Web User Interface

A user interface that is reached through a web browser such as Internet Explorer, Netscape Navigator or Opera.

1.3.2 KM - Knowledge Management

Knowledge Management is a way of thinking and managing a companys resources in terms of the knowledge contained by its employees.

The main pupose of KM is to make knowledgereusable and *persistant*, i.e. make sure that vital knowledge don't leave the company when an employee does and that experiences learned from earlier development processes should be used in the daily work at the company.

One main problem is how to make such a system efficient and worth-while for the employees; a focus on a user-friendly interface is of high priority.

Another problem is how to verify the knowledge that is put in a data storage. Some kind of quality ensurance management is needed.

It is also important to rember that information doesn't become knowledge without a human interpretation. Thus, any knowledge management that are to be successful must take into account that it will need a high level of human-computer interaction in a way that suits the human user.

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2. Positioning

2.1 Problem Statement

Flow Interactive AB have ideas about an Intranet system that will make their companys work more efficient and are at the same time interested in an examination of how the KM concept could be realized in a Intranet environment. They are also interested in the latest Java Technologies.

This project will try to meet these needs by creating a core functionality module that will act as the engine of the Intranet system.

We will also report all ideas and aspects of the problem that come up during the development process, so that Flow may use this in further development of the product.

The problem of	Knowledge Management and user-friendly Intranets
Affects	knowledge intensive companies in the new era of Information Technology where the main resources of the company is its employees and their knowledge and experience.
The impact of which is	when emplyees leaves the company it will be drained of vital knowledge that could be used to increase production and development of new products. In many situations you might have to "invent the wheel" once again.
A successful solution would	increase the reuse of knowledge and make the knowledge persistent within a company and gather everyday tools in a well planned and easy-to-use way.

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2.2 Product Position Statement

For	personal intensive companies with great human resources .
Who	The employees and the managers of the company.
The <i>Knowledge Management Intranet System</i>	is an Intranet with Knowledge Management influenced functionality
that	will increase the production process of the company by better opportunities to reuse knowledge and make the everyday activities of a company more efficient.
Unlike	existing Knowledge Management systems
our product	will focus on the human actors participating in the knowledge process.

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3. Stakeholder and User Descriptions

3.1 Stakeholder Summary

Name	Represents	Role
Flow Interactive AB	The owner of the business idea and the commissioner of the product.	Acts as feedback on ideas and solutions. Main requirements source. Supplies with resources and technical knowledge. Will realize the product commercially if the project succeeds.
KTH Ingenjörsskolan Kista	The college under which this project is a part of the education.	Acts as knowledge resource and provides the laboratory environment. Is the 'employer' of the developers that will give them compensation for their efforts in terms of grades.
Group 7	The students of the course at Ingenjörsskolan Kista.	Acts as the scientist trying to create an idea of a possible solution to the Intranet system.
User	An employee at a general company that will use the system as a tool for more efficient everyday work.	Acts as the abstract viewpoint for which the system should be designed to be user-friendly.

3.2 User Summary

Name	Description	Stakeholder
Administrator	The superuser that will configure the system and administrate it.	Represented by a User (also at Flow)
Manager	A lower level administrator that will administrate a small part of the system.	Represented by a User (also at Flow)
Employee	A user of the system that will use the functions of the system	Represented by a User (also at Flow)
Customer/Partner	A user with less authorities than an employee. Will be able to view some data in the system and maybe perform some simple tasks.	Represented by a User (also at Flow)

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3.3 User environment

Since the Customer stakeholder wants this product to be as general as possible it is very hard to describe the user environment that the system should run in.

The Intranet will be used by companies from just a few employees up to several hundreds of employees.

The system will be used everyday and a system shutdown will be very critical to the users, making their daily work almost impossible.

For extended usability, an idea of using cellular phones for accessing certain functions are intended. This will be realized using the WAP technology.

Although the Java Technology makes an application independent, the back-bone database must be matched with a certain operating system. This first implementation will work on the Windows NT platform using a MS SQL Server.

For calendar and mail functions a possible integration with MS Explorer and MS Outlook are an alternative. The client computers require a web browser that handles JSP and XML for the interaction with this product.

3.3.1 Flow Interactive AB

Representative	Anette Svensson, Project Leader Ann Wingård, Knowledge Management expert Marcello Pernholm, Technical expert
Description	Flow Interactive has 74 co-workers today working with project management, e-strategy, design, programming and operation of Internet- and intranet applications. Their business concept is Business development with Internet solutions providing a complete solution from inception to education of users and <u>operation and support of the built system.</u>
Type	Anette Svensson is an expert in leading project but will only work as the head representative at Flow Interactive. Ann Wingård will provide knowledge about the KM concept. She has written a treatise on the subject as part of her education. Marcello Pernholm will work as technical expert when the development team have questions on technical dilemmas. He has worked in a stalled Intranet project at Flow Interactive.
Responsibilities	Will be responsible for the further development and the selling of the system. Will give us feedback during the process and supply with technical skill when required. Acts as a customer although no purchase will take place.
Success Criteria	The benefits of the project are the knowledge and experiences that will be made. Even though we might not come up with a working solution a thorough documentation of decisions, errors and failures will be considered as a success. The best case scenario is the delivery of a well-functioning core module that will be the future base for the commercial product, and that further development may be concentrated to Add-in modules with more estetic features.
Involvement	Flow will act as Requirements reviewer.
Deliverables	Core modules, Project documentation, Product documentation, Manual

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3.3.2 KTH Ingenjörsskolan Kista

Representative	Anders Sjögren, Educational manager Fredrik Ulfhielm, Mentor, DB modelling teacher Anca-Juliana Stoica, RUP teacher
Description	Ingenjörsskolan Kista is a department within the Royal Institute of Technology, Sweden. The main goal of the Computer technology program is to educate engineers well prepared for IT issues and commerce in the global and local network at medium and small sized business and institutions. The main directions are <i>Programming</i> and <i>System architecture</i> and the core technique is the latest Java programming techniques.
Type	Anders Sjögren is the negotiator of the contract between Flow Interactive and Ingenjörsskolan Kista. Fredrik Ulfhielm will act as the Database modelling expert and mentor to the project process as well as examiner of the project result. Anca-Juliana Stoica is a teacher in Software engineering at Stanford University and thus an expert on Software development processes. She will teach the RUP process that the project will be based on.
Responsibilities	The college is interested in good relations with the customer Flow Interactive so that a future cooperation will be of interest for Flow. The college also wants to educate the developers, so the focus is on learning, not generating commercial profit. The college also provides the developers with the environment needed for the development of the system.
Success Criteria	The success criteria is determined in complexity and functionality of the product, in the way the RUP process is used successfully and in the way the team manage to cooperate. This results in a grade of 3, 4 or 5. The benefits of the college is well educated students and a satisfied customer.
Involvement	The college isn't involved in the RUP process except for the mentorship of Fredrik Ulfhielm.
Deliverables	A personal process report and personal summary of the product. A product prototype and a RUP based project report in english.

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3.3.3 Group 7

Representative	Peter Eriksson, Chief Designer, Programmer Lennart Henriksson, Test manager, System designer Andreas Herfert, Project manager, Programmer Kjell Holmlin, System developer Michael Karén, Chief Architect, Programmer Urban Nilsson, Programmer Peter Palmér, Programmer Helena Schuber, System developer Niklas Schulman, Programmer, Webmaster Tommy Selin, Programmer Elham Sepheri, Chief Analyst, Programmer Madelene Ödquist, Database team leader, System designer
Description	Group 7 is 12 final year students at Ingenjörsskolan Kista that is studying to become Computer Technology engineers. 8 is programmers and 4 is system designers.
Type	All students are on a high educational level of the technologies involved but RUP beginners and have some lack of experience working in such a large group.
Responsibilities	The group is responsible for realizing the idea of the customer into a prototype with documentation and manuals. The group will manage the project as well as implement the hard- and software required.
Success Criteria	The goal is a well-functioning prototype of the core modules with a user-friendly approach and a well-documented system. We are working for a grade of 5. Even in a worst case scenario with a non-functional prototype there will be a success if the process is well-documented and the experiences are learned for future work.
Involvement	The group should perform most of the RUP roles, see list above.

3.3.4 User

Representative	Generic user
Description	The user could be an employee at any business dealing with a high level of human resources. The business could be from a few to several hundred employees.
Type	The user type varies from a computer beginner to an advanced administrator.
Responsibilities	The users have no role in the project except for being a framework for the user-friendly approach.
Success Criteria	The user wants a well-functional product that helps him to make the everyday work more efficient.
Involvement	The user acts as an actor in use cases.
Deliverables	The user wants a well-functional modular system.

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3.4 User Profiles

Note that a the same person using the system can belong to several user profiles at the same time .

3.4.1 Administrator

Representative	A <i>Generic user</i> that is to administrate the system.
Description	This is the main administrator of the system.
Type	A system administrator that has some experience in system configuration.
Responsibilities	Responsible for authentication, configuration and adding/removing functionality to the system.
Success Criteria	The user needs a user-friendly , time-saving and powerful administration WUI. A system manual and system reference should be the main sources for help.

3.4.2 Manager

Representative	A <i>Generic user</i> that is to administrate some part of the system.
Description	This is a manager of some kind at the company using the system, e.g. a project leader, a department manager or the financial manager.
Type	This user is only expected to have the most commonknowledge of using computers.
Responsibilities	Responsible for administration of a small part of the system, e.g. a project or news publication.
Success Criteria	The user needs a user-friendly administration WUI with some help functions. A manual for the system part that this user administrates should be available.

3.4.3 User

Representative	A <i>Generic user</i> that is use the facilities of the system
Description	This is the most common user profile. It is an employee that will use the system daily. This user will not have any administrative responsibilities.
Type	This user could be a complete beginner of using a computer.
Responsibilities	Have no responsibilities.
Success Criteria	The user needs a very user-friendly WUI with lots of help functions. An introduction module that works like a system tutorial, manuals and flow-charts for common functions should be available.

3.4.4 Customer

Representative	A <i>Generic user</i> that is to view some selected parts of the system.
Description	A customer or partner to the company that might be interested in the progress of projects, meeting protocols, what is goin on etc.
Type	This user could be a complete beginner of using a computer.
Responsibilities	Have no responsibilities.
Success Criteria	The user needs a very user-friendly WUI with lots of help functions.

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3.5 Key Stakeholder / User Needs

Priorities: A = highest, C = lowest

Need	Priority	Concerns	Proposed Solutions
A general, dynamic solution	A	The Intranet solution is intended for many different sorts of companies with different organizations.	All functionality in the product must be dynamically built so that the end-user will have great possibilities to configure the system to fit their organization.
A Java Technology-based system	A	Flow wants to evaluate the latest Java Technology possibilities.	The system will be fully based on Java Technology to examine what is possible to accomplish with it.
A knowledge management system	A	See 1.3.1 Knowledge Management	A database will work as the heart of the system, storing all kinds of data in a searchable and manageable way.
A modular system	A	Different organizations need different functionality.	Modules realizing functionality build up the system. These will be added or removed from the system; this way the system is flexible and easy to configure depending on the end-users needs.
A very user-friendly system	A	All kinds of users will take advantage of the system in their daily work.	All user interfaces must focus on making the usage of the system effective and easy for the user. A help system, an introduction tutorial and manuals must follow the shipping of the system.
A knowledge verification system	A	The large amount of data put in to the system must be filtered and verified to be of good quality to become knowledge.	A module that will act as an interface for a dedicated Knowledge verification manager at the company using the system. Functionality: List new documents/files by date and author, edit documents, verify documents as knowledge, add comments, add metadata, keywords etc

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A human resources system	B	The Intranet needs to make the management of human resources easier.	Modules that add calendar, email, address book, conference system, booking systems etc to the system. Modules for handling the competence and educational level of the employees to make it easier to put teams together and send the right person to the right course.
A project management system	B	The system needs to make it easier to handle projects.	Modules that add project management functionality, like project home pages, project address books and calendars, project repositories, workflows, news, conference system, mail etc
A complete Intranet solution	C	The system needs to be a complete Intranet solution.	Modules that add extra functionality, such as after work information system, ergonomics programs, marketplace with offers from customers/partners and commerce between employees etc
A WAP solution	C	The system should be available everywhere.	A module that makes it possible to reach some functionality via cellular phones and palm pilots such as synchronized address books, news and email.

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4. Product overview

4.1 Product perspective

This product should be a completely stand-alone system, implementing all possible features a company might need from their intranet. The system should define principles for building new modules that may be plugged in to the Core modules thus extending the system with previously unknown functionality.

Since Java Technology only is used the system should be platform independent. However, the external software needed set limits. Such software are a web browser on the client side, a RDBMS (Relational Database Management System), an application server and possible other servers on the serverside. These are of course dependent of a specific OS, especially the RDBMS and the web browser.

4.2 Summary of Capabilities

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User Benefit	Supporting Features
A flexible system that is available everywhere on the network.	The system uses web user interfaces (WUI:s) only. It only takes a web browser to reach the system from any computer.
Easy access to user specific data such as CV:s, presentations, addresses etc.	Database storing User profiles containing user data, CV, presentation etc
Easy access to gathered knowledge.	User home page with lists of found knowledge once searched in the database.
Easy access to information that is up to date by saveable searches that could be done daily.	User homepages with lists of searches saved by the user that could be performed by a simple click.
An easy way to save work in a persistent and ordered manner.	A WUI that lets the user add knowledge to the database, specifying predefined categories, metawords, description and author.
Reuse of knowledge gathered from previous production by storing and searching knowledge.	Database storing knowledge data in a persistent and ordered manner. Searchable by date, author, category, metawords etc. Dealing with version handling and changes to documents.
A secure system.	The system administrator handles users and groups by specifying rights on modules and files. The content is dynamically displayed in the WUI:s depending on the user rights to specific functions.
A system that is easy to administrate through a WUI, reachable from any computer on the network.	The system administrator has access to a configuration WUI letting him toggle functionality on/off, add/remove users, add/remove modules, set user/group/file rights, administrate the database etc.
A highly scalable system that can be tailored for your company.	The system administrator can add and remove functionality in runtime through the module administration interface. Warnings on module dependencies and consequences of actions are included.

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4.3 Assumptions and Dependencies

Features	Assumptions and Dependencies
Access from any computer	Requires access from the whole world through a firewall for the user to connect outside the company building. Dependent on a secure and properly configured firewall.
Database storage	Requires a platform specific database manager to be installed on a server. To make the system persistent issues like backup must be solved by the company. The database will not store the files in itself, only references to the files in a file system. The system must have full rights to the file system used for this storage.
Add/Remove features in runtime	For this to work the modules must always be built following the principles stated in the <i>Core Modules Model</i> document, section 3.1.

4.4 Cost and Pricing

The building of the Core modules must be realized with freeware and software licensed by KTH Ingenjörsskolan Kista only.

4.5 Licensing and Installation

The system doesn't include the RDBMS, Web Server and Application Server software needed for this system to work. These must be installed separately.

The system installation should include all Java Technology installations and corresponding environmental configuration needed.

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5. Product Features

5.1 Login/Logout

To add security to the system, the user must verify himself by logging in to the system.

At login the system checks if the user exists in any group and the rights of that group.

If the user *not* exists he is not allowed entrance to the system.

If the user exists the system displays the user homepage that serves as the start page for the user in the system. Depending on user rights and plug-ins running on the system, the navigation possibilities vary dynamically on the start page.

At logout the session should be completely cleared so that no other user using the same web browser will be able to access the system as the logged out user.

5.2 Use module

When the user requests a feature or wants to display a WUI, the system should check if the user belongs to a group that has right to use this feature and to what level the user has right to use it. This is for being able to tell what dynamic content to show in the WUI:s and what actions the user can do.

5.3 View profile

The user should be able to view his profile showing lists of knowledge and saved searches.

The user profile also contains user information such as name, address and some extra info decided by the system administrator (Superadmin). This extra info may be added dynamically for each company wanting to customize its own intranet system.

5.4 Edit profile

The user should of course be able to enter and edit the information in his profile, such as saving a search, deleting a knowledge link in the knowledge list etc.

5.5 Send news

A news feature that enables a manager to send important information to all users at the same time.

The news text will be displayed on all users homepages when the user logs on to the system.

5.6 View news

A feature for reading the news on the home page when the user logs on.

5.7 Add/Edit/Delete user

The Superadmin user will be able to administrate users having access to the system.

The first thing to do when setting up the system is to add some users.

The user may be given default rights for the whole system. The rights are: Read, Write or Administrate.

The administrator should of course be able to edit an existing user as well as deleting him from the system.

5.8 Add/Edit/Delete group

Every user must belong to a certain group. However, a group may only contain one user.

There are four default groups available: Superadmin, Manager, User and Customer. The administrator could also create specific groups later on.

The groups will also have default rights to the system.

5.9 Set/Edit rights

The administrator will set rights for different groups on each module and possibly also on certain files.

This group will specify what a user belonging to that group has access to do in that module.

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5.10 Add knowledge

A user with such rights should be able to add knowledge to the knowledge database. This could be documents, code, models, graphics, web sites and many other sort of files.

The knowledge should have an author and a status; IN PROGRESS, FINISHED and VERIFIED are possible statuses. This status could be set by the author and/or the administrator.

5.11 View knowledge

When the user requests a knowledge from his home page or from a search result this feature will display a summary page for the knowledge containing some descriptive information, references and a link to the actual file containing the knowledge.

5.12 Delete knowledge

The knowledge administrator should be able to delete knowledge from the database as a part of the verification process.

5.13 Search knowledge

The user should be able to reach the search form from anywhere.

The search could be made either by free text search or by specifying categories, meta words etc (advanced search).

The result should be displayed as a link list with the knowledge title and a short description. The link calls the view knowledge feature.

5.14 Add/Remove plug-in

The administrator should be able to add or remove plug-in modules enabling specific system features.

The only mandatory modules are the Core modules.

When adding a plug-in, the plug-in should have methods for connecting to the database and demand new tables that the plug-in requires. The plug-in must also detect if other modules needed by the plug-in are present or not. If not, a warning to the administrator should be displayed telling which additional modules are needed and giving the administrator a choice to accept these or reject the plug-in.

When removing modules a choice of letting tables remain in the database (for future replug-in) or be deleted must be given. Warnings about other modules depending on the module that is to be removed must also be displayed, giving the administrator a choice to remove these also or abort the removal of the plug-in.

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6. Constraints

The system should be built with Java Technology.

7. Quality Ranges

[Define the quality ranges for performance, robustness, fault tolerance, usability, and similar characteristics that are not captured in the Feature Set.]

8. Precedence and Priority

1. Core modules (see *Core Modules Model* document).
2. Introduction module
3. Project management module
4. Human resources module
5. WAP module
6. Afterwork module, Idea bank module
7. Ergonomics module, OLAP module

All Core modules should be implemented and fully tested before the Introduction module is built and so on.

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9. Other Product Requirements

[At a high-level, list applicable standards, hardware or platform requirements, performance requirements and environmental requirements.]

9.1 Applicable Standards

[List all standards the product must comply with. These can include legal and regulatory (FDA, UCC) communications standards (TCP/IP, ISDN), platform compliance standards (Windows, Unix, etc), quality and safety standards (UL, ISO, CMM).]

?? TCP/IP
 ?? HTTP
 ?? HTML 4
 ?? Java 2
 ?? Windows NT
 ?? Linux

9.2 System Requirements

[Define any system requirements necessary to support the application. These can include the supported host operating systems and network platforms, configurations, memory, peripherals and companion software.]

????????????????

9.3 Performance Requirements

[Use this section to detail performance requirements. Performance issues can include such items as user load factors, bandwidth or communication capacity, throughput, accuracy, reliability or response times under a variety of loading conditions.]

The response time in the WUI:s should not be longer than a few seconds.
 Search features might be allowed to have longer response times.

The system should be reliable since the work at the company using the system will depend a lot on the system being up and running. Down times for administration should be as short as possible.

9.4 Environmental Requirements

[Detail environmental requirements as needed. For hardware based systems, environmental issues can include temperature, shock, humidity, radiation, etc. For software applications, environmental factors can include usage conditions, user environment, resource availability, maintenance issues, error handling and recovery.]

The system should handle a large number of concurrent users without losing performance quality.

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10. Documentation Requirements

10.1 User Manual

[Describe the purpose and contents of the User Manual. Discuss desired length, level of detail, need for index, glossary of terms, tutorial vs. reference manual strategy, etc. Formatting and printing constraints should also be identified.]

To be added later

10.2 Online Help

[Many applications provide an on-line help system to assist the user. The nature of these systems is unique to application development as they combine aspects of programming (hyperlinks, etc) with aspects of technical writing (organization, presentation). Many have found the development of on-line help system is a project within a project that benefits from up front scope management and planning activity.]

The user should always have the possibility to reach the online help from all WUI:s. The online help should be held at a very easy level and mostly contain workflows describing how to perform specific tasks.

The online help should be an integrated part of the web interface, not a stand alone application called by the system.

10.3 Installation Guides, Configuration, Read Me File

[A document that includes installation instructions and configuration guidelines is important to a full solution offering. Also, a Read Me file is typically included as a standard component. The Read Me can include a "What's New With This Release Section," and a discussion of compatibility issues with earlier releases. Most users also appreciate documentation defining any known bugs and workarounds in the Read Me file.]

The administrator will need an installation guide shipped with the system describing the installation procedure and how to configure the system from scratch.

10.4 Labeling and Packaging

[Today's state of the art applications provide a consistent look and feel that begins with product packaging and manifests through installation menus, splash screens, help systems, GUI dialogs, etc. This section defines the needs and types of labeling to be incorporated into the code. Examples include copyright and patent notices, corporate logos, standardized icons and other graphic elements, etc.]

To be added later